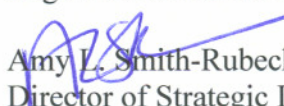




TrackOne - Technical Guidance Bulletin
TTGB – 2006-19

TO: Regional Operators
Indianapolis Private Industry Council
Regional Coordinators

FROM:  Amy L. Smith-Rubeck, MA, LMHC
Director of Strategic Initiatives

DATE: March 28, 2007

SUBJECT: Protection of Clients' Personal Information in the TrackOne Case Management System

Purpose

The Indiana Department of Workforce Development procured an electronic case management system for the delivery of workforce development services effective July 1, 2006. The system was operational on July 1, 2006 for the Workforce Investment Act (WIA) and Trade Adjustment Assistance (TAA) funding sources. The system will become operational for the Wagner-Peyser and Veterans programs in 2007.

Content

The Indiana Department of Workforce Development takes its responsibility to protect the personal information of clients served by the Indiana workforce investment system very seriously. To that end, it is the expectation of the Department that all users of the TrackOne Case Management System take precautions to ensure that sensitive client information, including Social Security Number (SSNs), not be transmitted over the Internet via e-mail or any other electronic mechanism.

Recognizing the legitimate business need for the sharing of client information for purposes of managing the workforce system programs and their data, DWD requests that all communications containing SSNs utilize the following format:

XXX-XX-last four digits

Please review the confidentiality standards defined in the TrackOne Case Management System Acceptable Use and Confidentiality Policy for further information. Each user of the TrackOne system signed this Acceptable Use and Confidentiality Policy when his/her login and password were issued.

Questions concerning this Bulletin should be submitted to:

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2006-19	Protection of Clients' Personal Information in the TrackOne Case Management System
2006-18	Roles of DWD Staff, Regional Master Users & the TrackOne Help Desk for TrackOne Data Correction
2006-17	Youth Participants and Core Services
2006-16	Update to Protocol for Transferring Clients between Regions
2006-15	Case Notes and Service Notes in TrackOne
2006-14	Change to TTGB 2006-13, Entitled "Dual Data System Usage"
2006-13	Dual Data System Usage
2006-12	Youth Provider or Eligible Training Program Number
2006-11	Obligation Tracking in TrackOne
2006-10	Transferring a Participant from One Region to Another Region in TrackOne
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2006-08	WIA Tier Progression Documentation Requirements for TrackOne
2006-07	New Enrollments into TrackOne
2006-06	Clarifications and Additions to TTGB 2006-04 Entitled "Case Management System Usage"
2006-05	Data Correction Protocol
2006-04	Case Management System Usage
2006-03	Allowing Log on Capabilities for Case Managers Providing Services at Multiple Locations within One Region
2006-02	To Establish the Procedure for Removing Former Employees' Password Rights to the TrackOne Case Management System
2006-01	Youth Testing Requirements (Out-of-School)